What is a virtual class?

A virtual class is a live, instructor-led training class delivered over the internet. Adobe Connect is the tool that is used to conduct virtual classes. There are two parts to a virtual class:

(1) The internet   (2) The telephone

What advance preparation is needed?

IMPORTANT! EACH STUDENT MUST HAVE A COMPUTER!

Prior to the day of the virtual class, make arrangements to either:

- Attend at your desk using headsets and your computer or,
- Identify a location with a speaker phone and a computer that allows privacy to attend without disturbing others (for example, a conference room, a vacant office, etc.).
- Have SAP GUI loaded on PC and access to Training Sandbox.
- Know which monitor is the primary monitor if you are using dual monitors.

To access a virtual class

If you are accessing Adobe Connect Pro for the first time, you will need to test your computer prior to the training to ensure all system requirements are met.

1. It is recommended that you test your computer prior to attending a meeting. You can do this by going to https://admin.adobeconnect.com/common/help/en/support/meeting_test.htm
2. The **Connection Test** checks your computer to make sure all system requirements are met. If you pass the first three steps of the test, then you are ready to participate in a meeting.
3. If you do not pass the **Connection Test**, perform the suggested actions and run the test again.

The Web

1. Click the Adobe Connect link provided to you in your class confirmation email.
2. The option *Enter as Guest* is selected. You will need to enter your First and Last name.
3. Click the **Enter Room** button.
4. You will automatically enter the virtual training room.

The Telephone

After you have logged into the Adobe Connect, dial into the conference call for the audio portion of the class:

- Dial the telephone number 919-233-7039.
- If you are the first person to call in, the telephone will ring until another person dials in. In this case, hang up and try back in a few minutes.
- If someone else is on the line when you dial in, ask if the instructor is on the line:
    a. If the instructor is on the line the class will begin soon.
    b. If the instructor is not on the line, all parties should hang up and dial back later.
       CRITICAL: It is important that the instructor be the first on the conference call because only the first person calling in can close or lock the call. **The instructor generally calls in about 10 minutes before class begins.**

Do not put your phone on hold during the class. It is a best practice to mute your telephone until you wish to speak. When your phone is not muted, everyone participating in the class can hear any conversations or noises taking place around your work area. Also, do not answer an incoming call, otherwise your Virtual Class line will close and you will have to call in again to get reconnected.

Adobe Connect Meeting Window

*This is one example of an Adobe Connect Meeting Window:*
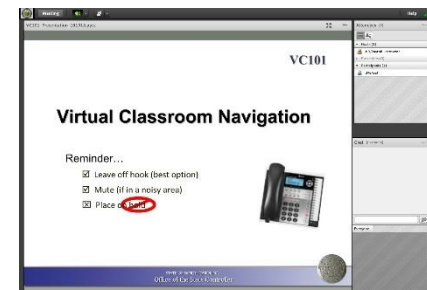
Meeting Rooms

The meeting room is an online application that is used to display a meeting or training. A meeting room consists of various display panels (pods) and components. The meeting room enables multiple users, or meeting attendees, to share computer screens or files, chat, broadcast live audio and video, and take part in other interactive online activities. Within an individual training there may be multiple meeting rooms (i.e. Main Presentation, Polls, and Lobby).

Pods

Content in a meeting room is displayed in *pods*, which are panels that contain various types of media. Examples of individual pods are: meeting attendees, notes, chat, shared files, camera and polls.

This is an example of a poll pod: *This is an example of a Chat pod:*
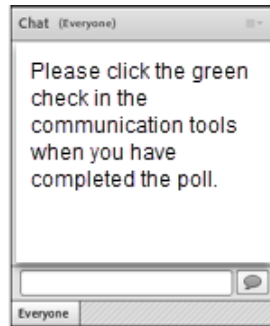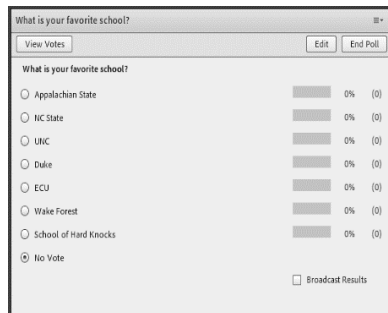

Using the communication tools:

The Set Status icon is located on the top middle are of your screen. Click the down arrow to see the options.

The instructor may ask you to communicate using the Status Options. Click on the applicable icon, for example:

- **Raise or Lower Hand** – to ask or answer a question or clear hand
- **Green check** – to indicate yes, or exercise completed
- **Red X** – to indicate no
- **Step Away** – should you need to leave your computer for a moment.
- **Speak Louder or Softer** – to inform the instructor to adjust the volume of speaking
- **Speed Up or Slow Down** – to inform instructor to adjust pacing
- **Emoticons** – Laughter and Applause (just for fun)
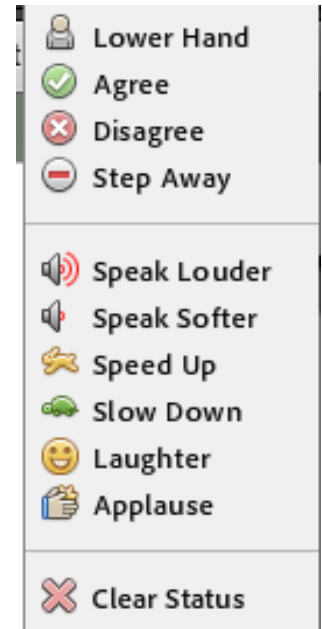
The icon remains beside your name until cleared which is usually done by the instructor. However, you can also clear the icon by merely clicking "Clear My Status."

The Annotation Toolbar

Participants can only use the Annotation toolbar when it is activated by the instructor.


The annotation toolbar will display:

Access SAP and perform exercises

A virtual class allows you the opportunity to perform hands-on exercises (the same as in a traditional classroom). In a virtual class, you will navigate between two icons on your taskbar: (1) Adobe Connect Meeting and (2) the SAP Easy Access screen.

Leave but do not use.

Toggle between SAP and Adobe Connect Meeting icons.
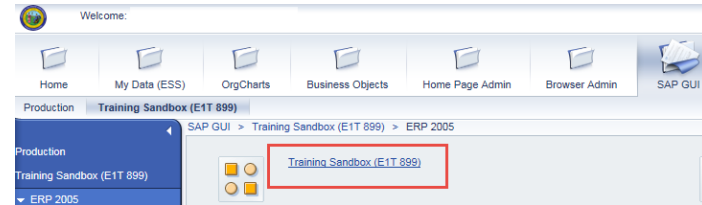

You may close all others.
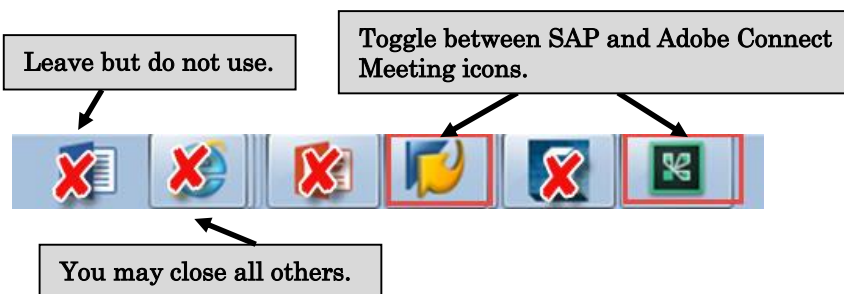
Logon to SAP Training

At the appropriate time in class, the instructor will direct you to log into the SAP training client.

Use the following steps:

1. Access the SAP portal as you normally would in your work environment (you may have to open a new internet browser).
2. Enter your own Production User ID and password.
3. Click the SAP GUI tab.

4. Click Training Sandbox E1T 899. The SAP Easy Access screen displays.
5. On the taskbar, you will see the VC101 Adobe Connect Meeting and SAP Easy Access tabs.
6. Click the Adobe Connect tab on the taskbar to return to the Adobe Connect meeting.
7. Use the **Green Check** in the communication tools to let the instructor know you have successfully logged on. Instructor will clear the check after confirming that all participants have successfully logged on.

Receive help with SAP exercises (Breakout session)

The instructor can view your screen to help you with an exercise. To view your screen, the instructor will create a Breakout session that includes you and the instructor. Using a breakout session (instead of merely accessing your screen from the main room) prevents all other participants from receiving a pop-up over-riding their SAP screen each time the instructor assists a participant. Only you and the instructor can see your screen; however, all participants in the main room can hear the telephone conversation between you and the instructor.

Follow the steps below to participate in a Breakout session.

- The instructor will inform you that s/he will be entering you into a Breakout Session.
- You will receive a message that states, "Share My Screen".
- Select "Share My Screen" from the drop-down menu.
- Choose Screen sharing option "Desktop" then select "Start".
- When completed, click "Stop Screen Share".

Participate in Screen Sharing

1. The instructor will inform you to click "Share" in the Adobe Connect pop-up box.

Class Evaluation

Enter course evaluations in the LMS just like a traditional classroom.

1. Open a new internet browser and type the URL: https://mybeacon.nc.gov
2. At the Log On screen, enter your NCID and Password.
3. Click **Logon**.

Your instructor will give you directions.